

At Aus Energy Solar we aim to deliver the highest level of customer service. Should you experience any issues relating to the installation or production of one of our systems then please contact us immediately so that we can rectify the issue as soon as possible.

Specified below is our process for handling customer complaints.

Making a complaint:

Aus Energy Solar is bound by the SAA guidelines and complies with this Code and also the Australian Standard on Complaints Handling (AS ISO 10002-2018).

To ensure that your complaint is handled effectively, we ask that you give us a call on (08) 9489 6103 or send your complaint to admin@ausenergysolar.com. Alternatively, you can submit your complaint in writing to: 1a Agnew way, Subiaco WA 6008

When lodging a complaint, we ask that you supply us with the following information:

- Your Aus Energy Solar project number
- Your name and contact details
- Any name(s) of person(s) you have been dealing with
- The nature of your complaint (please include as much information as possible)
- Details of any steps you have already taken to resolve the complaint
- Details of any conversations you have had with the relevant people in relation to complaint
- The remedy requested
- Copies of any evidence that supports your complaint



Our complaints procedure:

Our objective is to resolve all complaints in a timely manner and to the satisfaction of our customers.

We contact our customers within 2 business days upon receiving a complaint, and we endeavour to resolve a customer complaint within 15 business days after its lodgement.

Should there be an instance where we are unable to resolve the complaint as per the time period specified above, then we will be in regular contact with that customer; giving updates on how the complaint is being processed.

Third Parties

Where reasonable and practicable to do so, we will collect your Personal Information only from you. However, in some circumstances we may be provided with information by third parties. In such a case we will take reasonable steps to ensure that you are made aware of the information provided to us by the third party.

External escalation of complaints:

Aus Energy Solar seeks to resolve any complaints directly, however, in the event that 1) you are not satisfied with the outcome provided by us, or 2) your complaint remains unresolved, you may escalate your matter externally with an independent authority



State	Company	Phone Number	Website
New South Wales	Fair Trading	13 32 20	www.fairtrading.nsw.gov.au
Queensland	Office of Fair Trading	13 74 68	www.qld.gov.au/fairtrading
Western Australia	Consumer Protection	1300 304 054	www.commerce.wa.gov.au/consumer-protection
South Australia	Consumer and Business Services SA	131 882	www.cbs.sa.gov.au

Customer privacy:

Aus Energy Solar respects your right to privacy and confidentiality throughout the complaints and dispute resolution procedure. All personal information collected by Aus Energy Solar is treated in a way that is consistent with its obligations under the Privacy Act.

A full copy of Aus Energy Solar's Privacy Policy is available on request.